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7 July 1972

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MEMORANDUM FOR: [REDACTED] Engineer

SUBJECT : Moveable Shelving Installation in Building [REDACTED] 25X1A6a

1. As you know, the operation of the Moveable Shelving has been fairly successful; and although there have been breakdowns, they have not been frequent or of a magnitude to hinder our operation. There are two areas that need some study because of the frequency in which problems occur. One is the lower secondary safeties; these safeties seem to drop off without explanation more than the others and cause the worst problems. The other is the bolting of the chain pickup mechanism; it seems that the movement of the carriage causes these bolts to work loose. Already there have been 4 instances where the bolts have worked out. Perhaps a lock-washer is needed on each of these bolts.

2. At this point, the most serious problem is that the manufacturer has not complied with any of the items discussed at the 12 May acceptance meeting. We were promised a supplement to the owner's manual that would provide us with preventive maintenance information--this has not been received. The service company still does not have spare parts. We have used parts that were left behind, we have improvised, and on the last trip parts were taken from one section to make another section work. We cannot tolerate this situation. In addition to not having spare parts, the service company has not provided their mechanics with the tools necessary to make the repairs.

3. Unless these deficiencies are corrected immediately, we will have serious problems and will not be able to provide service to our customers.

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Deputy Chief

cc: Mr.
cc: Mr.